

Iowa TRS FCC Complaint Report 6/1/2016 to 5/31/2017

June 2016 - May 2017

Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Description of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
161011-000021	10/11/2016		Janelle	Janelle	Customer stated they were unable to reach called party when calling through Relay.	10/11/2016	Customer Care referred customer to the telephone service provider of the called party. Customer was satisfied.	External Complaints	Miscellaneous
161222-000053	12/22/2016		Dan	Dan	Customer stated there have been issues receiving incoming calls.	12/22/2016	Customer Care placed a test call; which was successful. Customer Care determined the issue the customer was referring to was with their normal telephone. Customer was satisfied.	External Complaints	Miscellaneous
161227-000038	12/27/2016		Tyna	Tyna	Customer stated when dialing a specific number they are getting a fast busy.	12/27/2016	Customer Care explained a fast busy could indicate a problem with the line. Customer Care inquired if customer was able to make calls or experienced issue with any other calls. Customer refused to answer. Customer Care referred the customer to their telephone service provider if the problem persists but advised it may be just the line they were calling. Customer was satisfied.	External Complaints	Miscellaneous
161229-000025	12/29/2016		Jenn	Jenn	Customer stated they are having trouble placing long distance calls and their phone company is not allowing the calls to be made.	12/29/2016	Customer Care referred the customer to their telephone service provider for further assistance. Customer was satisfied.	External Complaints	Miscellaneous
160613-000104	6/13/2016		Janelle	Janelle	Customer stated the CA asked the customer to hold and then stopped responding.	6/13/2016	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring to.	Service Complaints	Miscellaneous
160701-000054	7/1/2016	9046	Tyna	Tyna	Customer stated they requested a "Live" person and the CA kept stating reaching a recording.	7/6/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the CA had processed the call. Information was forwarded to management; which determined that the CA did follow proper procedure. CA did not receive refresher training in regards to this issue.	Service Complaints	Miscellaneous

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170215-000087	2/15/2017	9081	Dan	Dan	Customer stated they asked the CA a question and the CA did not answer it.	2/17/2017	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the CA had processed the call. Information was forwarded to management; which determined the CA followed proper procedure. The CA did not receive refresher training in regards to this issue.	Service Complaints	Miscellaneous
170510-000054	5/10/2017		Dan	Dan	Customer stated their father's landline service is not working and requested assistance.	5/10/2017	Customer Care explained the Relay service and referred the customer to their telephone service provider for further assistance. Customer understood.	External Complaints	Miscellaneous